

Business Services Online Tutorial

How To Use Social Security Number Verification Service (SSNVS)

Lesson 1: Introduction

Social Security Number Verification Service is an online service that enables employers to verify employee names and Social Security Numbers. Social Security Number Verification Service consists of four parts:

Request Online SSNVS Verification

Interactive Verification allows you to enter up to 10 Names and Social Security Numbers to be verified by the Social Security Administration. Results are returned immediately and can be viewed online.

Submit an Electronic File for SSNVS Verification

This feature allows you to upload a file containing Names and Social Security Numbers to be verified by the Social Security Administration. The results are available by the next business day.

View Status and Retrieval Information

This feature allows you to view the current status of a submission, view results from an uploaded file, or download verification results.

Employee Verification Service (EVS) User Manual

This feature allows you to browse the Employer Verification Service (EVS) User Manual online.

Lesson 2: How To Use Request Online SSNVS Verification

Step 1: Select the 'Login' link from the Business Services Online Welcome page.





(**Note:** You must be a pilot participant and have a Personal Identification Number (PIN) and password to use the Social Security Verification Number Service.)

Step 2: The attestation page will display. After reading and agreeing to the terms of use for SSNVS, select the 'I Accept' button at the end of the page.

Step 3: Type your Personal Identification Number (PIN) and Password.
(**NOTE:** To access this service, you must be a participant in the pilot program.)

Step 4: From the Business Services Online home page, select the 'Request Online SSN Verification' link from the Business Services Online (BSO) home page.

Social Security Number Verification Services:

-  **[Request Online SSN Verification](#)**
The SSN Verification option allows employers to manually enter and submit up to 10 Social Security Numbers and Names to be verified by Social Security Administration. Results are returned immediately for review.
-  **[Submit an Electronic File for SSN Verification](#)**
The electronic file submission option allows employers to submit a file containing Names and Social Security Numbers to be verified by Social Security Administration. The data in the file must be in the correct format.
-  **[View Status and Retrieval Information](#)**
The Status and Retrieval option allows employers to view the current status of a submission.
-  **[View Employee Verification Service \(EVS\) User Manual](#)**
The Employer Verification Service (EVS) User Manual provides additional information on submitting files to Social Security Administration for verification and retrieving the results of the submissions.

Step 5: The SSN Verification web page will display. Enter the information to request up to 10 names and SSNs for immediate verification against SSA's records.

(**Note:** SSN, First Name, and Last Name are mandatory fields.)

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SSN Verification

You must enter the Social Security Number, the First Name and the Last Name. Mandatory fields are indicated by an *.

For Help, select the "SSNVS Online Help" link at the top of this page, or select a column heading. The SSNVS Online Help link will take you to the Table of Contents of the SSNVS Help page. The column heading link will take you directly to the Help section for that column. Help instructions will open a new window. Close the Help window to return to this window.

Please Note:

- Social Security Administration will only return results for data that does not match our records.
- For your records, please print a copy of this page before selecting Submit. This is necessary because information is returned for data that matches Social Security Administration's records.

| | *SSN (999999999) | *First Name | Middle Name | *Last Name | Suffix | Date of Birth (MMDDYYYY) | Gender (F/M) |
|-----|---------------------|-------------|----------------|------------|--------|-----------------------------|-----------------|
| 1. | | | | | | | |
| 2. | | | | | | | |
| 3. | | | | | | | |
| 4. | | | | | | | |
| 5. | | | | | | | |
| 6. | | | | | | | |
| 7. | | | | | | | |
| 8. | | | | | | | |
| 9. | | | | | | | |
| 10. | | | | | | | |


You may want to print or save this page BEFORE you submit.
This information will NOT be visible after submission.
This page contains confidential information.
Please keep the printed / saved page in a secure place.

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
For TDD/TTY call **1-800-325-0778**.

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Step 6: After entering the data you wish to verify, select the 'Submit' button to process the data. Select the 'Clear Form' button to delete the data.

- Step 7:** The SSN Verification Results page will display. This page will display the total records submitted, total records that successfully verified, and total records that failed verification against SSA's records.
(**Note:** Only the results that do not match SSA's records will display on this page.)

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SSN Verification Results

| | | | | | |
|-------------------|---|------------------|---|---------------------|---|
| Records Submitted | 1 | Verified Records | 1 | Failed Verification | 0 |
|-------------------|---|------------------|---|---------------------|---|

[Verify More SSNs](#)

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- Step 8:** If the data does not match SSA's records, select the 'What to do if Names/SSNs don't match' link to view important information.

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SSN Verification Results

| | | | | | |
|-------------------|---|------------------|---|---------------------|---|
| Records Submitted | 1 | Verified Records | 0 | Failed Verification | 1 |
|-------------------|---|------------------|---|---------------------|---|

The following data does not match Social Security Administration's records.
Follow the link below to find out more information.
[What to do if Names/SSNs don't match?](#)

| SSN | First Name | Middle Name | Last Name | Suffix | Date of Birth | Gender Code |
|-----------|------------|-------------|-----------|--------|---------------|-------------|
| 999999999 | | | | | MMDDYYYY | F/M |
| 123451234 | MICKEY | - | MOUSE | - | - | - |

[Verify More SSNs](#)

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Step 9: The important information web page is displayed.

What To Do if a Social Security Number (SSN) Does Not Verify

The SSNs listed above or returned in your file did not match SSA's records. These SSNs failed verification. It is suggested that you follow these steps for each SSN that we could not verify:

1. Compare the failed SSN matches to your employment records to see if you made a typographical error. Resend only the correct data (not the entire submission).
2. If your employment records match what you submitted, ask your employee to check his/her Social Security card and inform you of any name or SSN difference between your records and his/her card. If your employment records are incorrect, correct your records and resubmit the corrected data.
3. If your employment records and the name and SSN shown on the Social Security card match, ask the employee to check with any local Social Security Office to determine and resolve the issue. Tell the employee that once he/she has visited the Social Security office, he/she should inform you of any changes. You should correct your records accordingly.
4. If the employee is unable to provide a valid SSN, you are encouraged to document your efforts made to obtain the corrected information. (Documentation should be retained consistent with all payroll records for a period of 4 years.)
5. If the employee no longer works for you, try to obtain the corrected information from the employee and submit it to SSA on Form W-2c (Statement of Corrected Income and Tax Amounts).
6. If you are unable to contact the employee, you are encouraged to document your efforts.

REMEMBER

- A mismatch is not a basis, in and of itself, for you to take any adverse action against an employee, such as laying off, suspending, firing, or discriminating.
- Company policy should be applied consistently to all workers.
- Any employer that uses the failure of the information to match SSA records to take inappropriate adverse action against a worker may violate State or Federal law.
- The information you receive from SSNVS does not make any statement regarding a worker's immigration status.

Close Browser Window

You can also use the File menu to close this window.

Lesson 3: How to use Submit an Electronic File for SSN Verification

Step 1: Select the 'Submit an electronic file for SSNVS verification' link from the Business Services Online home page.

Step 2: The File Submission for SSN Verification web page will display. Either type the file name or select the 'Browse' button to select the file to be uploaded.

(**Note:** The file can be up to 4 MB for batch processing for results within 24 hours. Then select the 'Submit File Now' button.)

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File Submission for SSN Verification

Files submitted before 5:00 p.m. (prevailing Eastern time) Monday-Friday will be available within 24 hours. Files submitted after 5:00 p.m. on Friday, or on Saturday or Sunday will be available by 12:00 noon (prevailing Eastern time) the following Monday.

Enter the full pathname of the file to submit or select Browse to pick the file. When you have chosen the file, select Submit File Now. You will receive a Confirmation Message and Tracking Number when your file submission is complete.

For Help, select the SSNVS Online Help link at the top of this page or [The Browse Button Instructions for Dragon Users link](#). The SSNVS Online Help link will take you to the Table of Contents of the SSNVS Help page. The Browse Button Instructions for Dragon Users link will take you directly to the Help section entitled "Browse Button - For Dragon Users". Help instructions will open a new window. Close the Help window to return to this window.

File to Submit:

Browse...

Submit File Now

Elapsed Submission Time:

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
For TDD/TTY call **1-800-325-0778**.

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Step 3: The Tracking Number Confirmation page will display. Be sure to keep a record of this tracking number. You will need it to track the status of your submitted file.

The screenshot shows the Social Security Online Business Services Online (BSO) interface. At the top, there is a header with the Social Security Online logo and the text "Business Services Online". Below this is a navigation bar with links: "BSO Home", "BSO Information Links", "Contact SSA", "Keyboard Navigation", and "Logout". A secondary link "SSNVS OnLine Help" is located on the left. The main content area features a large box with the heading "Your file has been successfully submitted." followed by the text "Here is your Tracking Number. You will need this number to retrieve the results of your submission." and the tracking number "05600001". Below this, a recommendation states: "We recommend that you print or save a copy of this Tracking Number Confirmation for your records." A paragraph of text explains the availability of SSNVS files: "SSNVS files submitted before 5:00pm (prevailing Eastern time) Monday-Friday will be available within 24 hours. Files submitted after 5:00pm on Friday, or on Saturday or Sunday will be available by 12:00pm (prevailing Eastern time) the following Monday." At the bottom of the main content area, there are two buttons: "Submit Another File" and "Home Page". A footer section contains contact information: "Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778." and a repeat of the navigation links.

Your file has been successfully submitted.

Here is your Tracking Number. You will need this number to retrieve the results of your submission.

05600001

We recommend that you print or save a copy of this Tracking Number Confirmation for your records.

SSNVS files submitted before 5:00pm (prevailing Eastern time) Monday-Friday will be available within 24 hours. Files submitted after 5:00pm on Friday, or on Saturday or Sunday will be available by 12:00pm (prevailing Eastern time) the following Monday.

[Submit Another File](#)

[Home Page](#)

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
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Step 4: You can select the 'Submit Another File' button if you wish to upload another file. Select the 'Home Page' button to return to the BSO Home Page.

Lesson 4: How to use View Status and Retrieval Information

Step 1: Select the 'View Status & Retrieval Information' link from the Business Services Online home page.


Step 2: The Status and Retrieval web page will display. You can view the status of files submitted for batch processing and review online submission results of SSN/Names that failed verification.

Step 3: There are three options to view the status of your submitted file.

Option 1: You may enter the specific tracking number.

Option 2: You may enter a start and end date to view the status of files submitted within that timeframe.

Option 3: You may use this option to view all SSNVS files submissions associated with your PIN.

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Status and Retrieval

There are three options for checking the status of the files:

- Option 1: Tracking Number - Use your 8 character tracking number for a specific file status.
- Option 2: Date Range - View status of your files by entering a range of submission dates.
- Option 3: All Submissions - Retrieve a list of file submissions available to your PIN.


For Help, select the "SSNVS Online Help" link at the top of this page or select a data item help link. The SSNVS Online Help link will take you to the Table of Contents of the SSNVS Help page. The data item help link will take you directly to the Help section for that data element. Help instructions will open a new window. Close the Help window to return to this window.

| | | | | |
|-----------------|------------------|----------------------|--------------------------------------|---|
| Option 1 | Tracking Number | <input type="text"/> | Tracking Number Help | <input type="button" value="Submit 1"/> |
| Option 2 | Range Start Date | <input type="text"/> | Date Help | <input type="button" value="Submit 2"/> |
| | MMDDYYYY | <input type="text"/> | Date Help | |
| | Range End Date | <input type="text"/> | Date Help | |
| Option 2 | MMDDYYYY | <input type="text"/> | Date Help | <input type="button" value="Submit 2"/> |
| | Range End Date | <input type="text"/> | Date Help | |
| Option 3 | All Submissions | | All Submissions Help | <input type="button" value="Submit 3"/> |

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Step 4: After selecting one of the above options, the Status and Results page will display. You will be able to either view or download your file.
(Note: If you would like a description of the Status Codes, you may view the Status Code Explanation table displayed on this page.)


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Status Codes - The table below shows the explanation of each status code of your file.

| STATUS CODE | NAME | EXPLANATION |
|-------------|--------------------------------|---|
| AVLBLE | Available | The file is ready for viewing or downloading. |
| DWNLOD | Downloaded | The file is available and already has been downloaded. |
| FFRMSE | Failed Format or Surface Edits | At least one (1) record in the file did not have the correct length of 130 characters <i>or</i> more than 50% of the Name and SSN records in the file failed edits. |
| FUNZIP | Failed UnZip | The file was either not compatible with PKZip or contained multiple files. |
| FVIRUS | Failed Virus Scan | The file contained a virus; please send us a virus-free version. |
| INPROC | In Process | The file is being processed; your results will be available the next business day. |
| NOTAVL | Not Available | The file is more than 30 days old and can no longer be viewed or downloaded. |
| RESUBM | Resubmit | The file could not be processed and must be resubmitted. |
| VIEWED | Viewed | The file is available and has already been viewed. |

Retrieval Options

- Select "DWNLOD" to download your file.
- **IMPORTANT!** You may have to associate the downloaded file with your default text editor **OR** save the downloaded file as a text file.
- Select "VIEW" if the number of records which failed verification is 10 or less.
- Select "Status Code" for more information about the status of your submission.

Note: All HELP and Information links open in a new browser window. Close the help window to return to this page.

Status of All Tracking Numbers.

| Submission Date | Tracking Number | SSN's Submitted | Failed Verification | Status | Retrieval Option | Available Through |
|-----------------|-----------------|-----------------|---------------------|--------|------------------|-------------------|
| 12/20/2002 | 05600001 | - | - | INPROC | - | - |

[New Status Request](#)

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Lesson 5: View Employee Verification Service (EVS) User Manual

Step 1: Select the 'Employee Verification Service (EVS) User Manual' link from the Business Services Online home page.

Step 2: The Employee Verification Service User Manual is displayed for you to view the online version of the EVS User Manual.

Employee Verification Service

(EVS)

Verification of Names,
and Social Security Numbers



**Employer and Third-Party
Submitter Instructions**